FAQ

Q. Where can I find aircraft arrival times, flight cancellations, and other information?
A. Please contact the airline company using the telephone numbers below.
   - ANA 0570-029-222 (8:30 - 22:00)
   - JTA 098-861-8800 (8:30 - 22:00)
   Open throughout the year
   - Peach Aviation 03-6731-9241 (9:00 - 18:00)
   Open throughout the year
   - Solasseed Air 0570-037-283 (9:30 - 22:00)
   Open throughout the year
   - Vanilla Air 0570-666-03 (9:00 - 18:00)
   Open throughout the year

Q. Where can I check in?
A. Please proceed to your airline check-in counter for details.

Q. Are there any parcel delivery counters?
A. Parcels can be sent at the JTA and ANA check-in counters. Seats close to power sources are available near the Starbucks and the Miru Miru store in the Food Court on the first floor. A coin-operated mobile phone charging machine is located behind the Information Counter.

Q. Are there any parcel delivery counters?
A. Parcels can be sent at the JTA and ANA check-in counters.

Q. Where is the lounges?
A. There are no lounges at this airport.

Q. Where are the lounges?
A. The lounges are located in the parking area. For more information, contact the rental car company or hotel.

Q. Are there any coin-operated mobile phone charging machines?
A. Yes, there is a coin-operated mobile phone charging machine next to the Information Counter.

Facility Guide

- Bank ATM
  - Bank of The Ryukyus: Weekdays 7:00 a.m. - 10:00 p.m.
  - Saturdays, Sundays and public holidays: 8:00 a.m. - 9:00 p.m.
  - ANA Bank: Weekdays 8:00 a.m. - 9:00 p.m.
  - Saturdays, Sundays and public holidays: 8:00 a.m. - 9:00 p.m.
- Travel bank networks: JMB
- The Bank of Okinawa: Weekdays 8:00 a.m. - 10:00 p.m.
  - Saturdays, Sundays and public holidays: 8:00 a.m. - 9:00 p.m.
- JA Bank: Weekdays 8:00 a.m. - 9:00 p.m.
  - Saturdays, Sundays and public holidays: 8:00 a.m. - 9:00 p.m.
- Aeon Bank: Available 24 hours a day (however, this is limited to when the airport building is open) (the usage time may change depending on the partner bank)
  - You can use partner regional bank, credit union, and JA Bank cards (including Japan Post Bank)

- Foreign currency ATM: 9:00 a.m. - 9:00 p.m. every day
  - You can exchange currency from 11 countries.

- Free Wi-Fi
  - iShigaki-Free-Wi-Fi and Be.Okinawa Free Wi-Fi are available.

- Pay Conference Room, Special Waiting Room
  - Pay Conference Room (1F, 2 rooms), 1,000 yen per hour (Tax excluded)
  - Special Waiting Room (with restroom), 5,000 yen per hour (Tax excluded)
  - Please contact the Information counter for a reservation (0980-87-0468) (required).

- Facility hours:
  - 6:30 a.m. - 10:00 p.m.

- Check-in counter hours
  - JTA: 7:55 - 20:00
  - ANA: 7:00 - 19:30
  - Peach*: 30 minutes before departure to 30 minutes before departure
  - Vanilla*: 30 minutes before departure to 30 minutes before departure
  - Please note that departure times may be changed due to route changes, etc.

- Lost and Found
  - [Items lost on board a flight]
    - Japan Transocean Air (JTA) 0980-87-5204
    - All Nippon Airways (ANA) 0980-84-4334
    - Solasseed Air 0980-84-4334
    - Peach: https://ll.flypeach.com/hc/en-us/articles/requests/new
  - [Items lost in the terminal buildings]
    - Vanilla Air 0570-666-03
    - Information counter 0980-87-0468
      - 7:30 a.m. - 9:00 p.m.

- Families with children/persons with physical disabilities
  - Strollers and wheelchairs are available to rent at the airline check-in counters. The Arrival Lobby and Departure Lobby each have one nursing room. Toilets with facilities for ostomates are available in different locations. Please see the floor map on the facing page.